



Thanseer M.M

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Career Objective

To work in a professional environment with an opportunity to grow and holistic perspective, which will expose me to all the relevant sphere of the industry so as to benefit the organization and gradually ensure self-development

SYNOPSIS

- A professional with more than 17+ years of extensive experience in Networking, Technical Support, Infrastructure Management & Project Management.
- 10+ years of experience in Hospitality domain with a career path as Trainer, System Administrator, IT Team Leader , Asst IT Manager & IT Manager
- Possess in-depth knowledge of Property management system (PMS) & assignments in hospitality sector.
- Part of Pre-opening team for 4 properties. Holiday Inn Cochin, Spice Harbour, Movenpick Hotel & Spa Kochi @ Grand Hyatt Kochi Bolgatty
- Proficient in setting up and managing IT Operations & Networks support.
- Experience in Hotel software's Opera, Micros, Infrasy, Sun & Vision, Micros Materials Control, Delphi New Market, Winhms, IDS Fortune, FCS Suite, & Voice Mail Servers, Hot Soft, CRS Systems, Iscala
- Experience in Managing and maintaining of EPABX systems Avaya, Siemens ,Panasonic & Alcatel
- Experience in managing and maintenance of Onity Locks & Safe, BMS Systems, Audio Visual Equipment's, Digital Signage, Bio Matrix Equipment's, CCTV, IPTV, Access Control etc.
- Able to manage and Implement backup applications Symantec Backup EXEC , Antivirus applications Symantec Endpoint Protection & Kaspersky corporate edition, Mail Servers Microsoft Exchange server, HP & Cisco Core Switches and Layer 2 switches with VLAN Configurations, Firewalls Juniper, Cyberoam & FortiGATE, Gateway Access Control systems Nomadix, Hp MSM 760 Mobility Controller & 4ipnet.
- Completed IBM & Intel Server Trainings
- Worked as resident Engineer for Reserve bank of India and Cochin Shipyard
- Experience in Application server administration, FTP, Web Server, File Server, SQL Server, DNS, DHCP, and Exchange Server 2010
- Experience in traffic management NMS /monitoring tools
- Experience in Implementation and troubleshooting high end servers of HP ML & DL Series, IBM X Series, & DELL Servers
- Experience in Digital, Analog & IP voice communication systems

Grand Hyatt Kochi Bolgatty <https://kochibolgatty.grand.hyatt.com>

Designation: Asst IT Manager (Pre-Opening)

Duration: 18th September 2017 – Currently Working

Job Responsibilities

- Setting up Admin & Guest Network as per Hyatt Standards
- Procurement of Servers & Other IT equipment's
- Co-coordinating with Vendors & Contractors
- Installing of Servers, Network, & other IT devices for the functioning of the property
- Guest Support for HSIA & IPTV
- Managing day to day IT operations and Support
- Managing all supporting for all Hotel used applications Opera, Symphony, Epicor, TAC, Envision, Alif CCTV, Access Control, etc.
- Managing & Configuration of Network Devices & Alcatel EPBAX Devices
- Assisting in preparing of Capex and Opex Budget
- Meeting with the Guests and fulfilling their IT requirements for large conventions and events

Park Hyatt Maldives Hadahaa www.maldives.hadahaa.park.hyatt.com

Designation: Asst IT Manager

Duration: 11 April 2015 – 15th September 2017

Job Responsibilities

- Heading the IT Department
- Maintaining the smooth functioning entire IT department
- Creating the reports for Head Office
- Assisting the DOF for Budgeting
- Managing all the servers, desktop, Wi-Fi Devices, PABX system, Network, CCTV, Audio Video Systems and all the IT related devices
- Support for Guest Wi-Fi
- Working on new projects

Projects

- Restructured the entire network (Admin & Guest Side)
- Changed the servers for Opera, Micros and Fileserver with new servers
- Implemented the CCTV For Back of the house area & working to complete for entire resort island
- GPS system for the Boat tracking
- Working on new project IOS application for Guest

Movenpick Hotel & Spa Kochi www.moevenpick-hotels.com

Designation: IT Manager (Pre-Opening)

Duration: 21 July 2014– 10 April 2015

Job Responsibilities

- Planning & designing the network Structure for Data, Voice, IP TV, CCTV, Access Control Systems
- Making the budget and Procurement list
- Setting up the Server room and other areas as per MHR Standards
- Finalizing & negotiations with vendors
- Coordinating with the Software vendors for Installations and training
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Raxa Collective (Muthoot Hospitality Division) www.raxacollective.com

Designation: IT Manager (Member of the PRE-OPENING team)

Duration: 06 January 2014 – 19-July 2014

Job Responsibilities

- Designing the Network Structure and Backbone for Voice & Data
- Managing, Troubleshooting & Backup of Servers, desktops & IT Equipment's
- Working on Pre-Opening projects
- Installation and maintenance of IT equipment's
- Assist in purchasing of products and finalizing of Vendors

- Trouble shooting of users Software and Hardware related problems
- Managing AMC and project Follow-ups
- Managing and updating the website and blogs
- Providing guest support in Data & Voice Systems
- Configuration and installation of CCTV and Sound Systems

Projects

- Successfully Completed Spice Harbour Pre Opening
- Restructured Guest WFI Systems and Network for Cardamom County
- Completed 1st phase opening for Marari Pearl

Holiday Inn Cochin www.holidayinn.com

Designation: IT Team Leader (Member of the PRE-OPENING team)

Duration: 15 December 2010– 31-12-2013

Job Responsibilities

- Managing, Troubleshooting & Maintaining Backup of Domain Controller, Secondary Domain , Exchange server, Opera Application server ,Opera database server, Opera standby Server , Infrasy Server, Delphi Server, Sun Micros Server, WinHms Server, Onity software, Materials Control, FCS Suite , Voice Mail , Interface Servers , Nomadix Wi-Fi &Internet support, Symantec End point Protection, Symantec Backup EXEC 2010 & Avaya EPABX System
- Revamp of LAN /WAN, Wi-Fi, Telephone exchange, Building Management System, Server Administration, Database administration Backup of servers , managing Onity Locks and of Audio visual equipment's.
- Trouble shooting and assisting for the user complaints, creating & managing permissions of users in various software's, domain & network
- Trouble shooting of CCTV system
- Coordination of AMCs for I T related equipment.
- Supporting Guest Requirements WI-FI Login, Video Conferencing, Webcasting, Conference Calling etc.
- Maintaining of CCTV Systems
- Trouble Shooting and Maintenance of Micros Touch Screen POS Systems and Coordinating with Micros, Infor, Infrasy, Delphi, Escap, FCS and other Companies for Updating and to resolve Software Complaints
- Creating of reports for head office & auditing
- Create & maintain documentations as per IHG Standards

Projects

- Joined with Pre opening Team
- Implemented 18 serves for Domain, mail and for various applications
- Configured the VLAN and other networking products for Guest WIFI and Admin Network
- Setting up the rooms phones and rearranging of the cables and rack
- Mounting of servers in rack and setting up the desktops printers, laptops and other devices
- Coordination and support for installing of Hotel Software's Opera, Infrasy, Sun & Vission, Material Control, Delphi, FCS Suite, Voice mail Servers, Onity Systems,
- Designed & implemented Intranet for Holiday Inn Cochin
- Setting up and installation of Desktops, L a p t o p s , printers, Scanners Software's, Phones& other IT equipment's for all Departments
- Installed Primary domain Server, Secondary Server, Exchange Server 2010, File & print Server
- Configured Juniper SSG 140 Firewall with Routing and Policies

IDS Software's PVT LTD www.idsnext.com

Designation: Executive Product services

Duration: July 2009 to December 2010

Job Responsibilities

- Installing and configuring of Server and client machines With IDS Fortune PMS Software
- Training the users to use the IDS Fortune
- Customizing the software as per the client requirement
- Setting up the backup
- Installing and configuring of centralized reservation systems & interfacing with payment gateway and PMS
- Reports Customize as per client requirement
- Make the property to live run
- Trouble shooting and updating of software's
- Interfacing with other devices like EPABX, Room Lock Systems & Payment gateway
- Supporting, Tamilnadu, Karnataka, & Kerala region clients
- Coordination with Sales team on new enquires and projects

Projects

- Completed the installation, Training and made live running of Hotels Citrus Sreperumbathoor , Sterling Resorts Yercad & Munnar, The Park On Vembanad lake, Vythiri Village Wayanad, Joys Palace Thrichur, Woodsmannor Cochin, Rain Forest Athirapally The Retreat Hotels Thamparam

Team Front Line Limited www.teamfrontline.com

Designation: Senior Engineer

Duration: June 2005 to June 2008

Job responsibilities

- Installing & trouble shooting of Servers, Desktop, laptop, Printer, Scanners Networking products
- Assembling of servers and desktop
- Networking and configuring of firewalls and Routers
- Supporting for IBM X series servers & Toshiba Laptops for Cochin Region
- Rectifying on Customer Complaints
- Setting up the network, Servers, Desktops as per Customer requirements
- Support for Software's like Tally, Symantec, Kaspersky, MacAfee, Trend micro Projects
- Worked as Resident Engineer for Reserve Bank of India and Cochin Shipyard
- Implemented the servers and networking for corporate clients Mot MacDonald, Geojith, ACS, Rubber board, Sythite, Sutherland, TVS & Sons Kerala Region
- Completed IBM & Intel Server training

Delstar Systems & Services

Designation: Service Engineer

Duration: March 2002 to January 2005

Job responsibilities

- Installing and assembling of desktop
- Trouble shooting of Desktop Printers and internet complaints
- Repairing of Dot-matrix, Inkjet and Laser Printers
- Supporting and troubleshooting of customer complaints

EDUCATIONAL QUALIFICATION

Microsoft Certified System Engineer (Microsoft I.D 6742470)	2009
Microsoft Certified System Administrator (Microsoft I.D 6742470)	2009
Microsoft Certified Professional (Microsoft I.D 6742470)	2009
Diploma In Hardware and Networking	2002
Diploma in Software and Webpage Designing	2002
Bachelor In Arts (University Of Kerala)	2000
Pre Degree (University Of Kerala)	1997
Secondary School Leaving Certificate Board of Public Examinations, Kerala	1995

PERSONAL DATA

Date of Birth : 22nd December 1979
Marital Status : Married
Address : Mekrayil House
Vayalar .P.O, Cherthala, Alappuzha
Kerala, INDIA. Pin: 688536
Passport No : T4862761
Languages Known : English, Hindi, Tamil, and Malayalam

AFFIRMATION

I do here by declare that all the information given above is true to the best of my knowledge and belief.

Thanseer M.M

Place: Kochi